

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Edward J. Coad

Application No.: 10/814,954

Filed: March 31, 2004

For: Automated Customer Exchange

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Examiner: Siegfried E. Chencinski

Art Unit: 3691

Confirmation No: 7234

Attny. Docket No. 14846-24

AMENDMENT

Sir:

In response to the Office Action in the above-referenced application, applicant submits the following.

Amendments to the claims begin on page 2.

Remarks begin on page 5.